



# **No Wrong Door System of Access to LTSS for all Populations and all Payers**

## **Person Centered Planning**

*NWD Planning Grantees Monthly Webinar*  
December 10, 2014, 3PM ET

# Agenda

1. **Welcome and Agenda Overview**
2. Introduction to Person Centered Planning
  - Vision and Philosophy for Person Centered Planning
3. Learning From Peers
  - Virginia
  - North Carolina
  - Wisconsin
4. Next Steps and Closing

# Reminders

- We want to capture your attendance—if you have others in the room with you, please send their name(s) or the total # of participants via WebEx's chat feature to [Chris.Ragsdale@Lewin.com](mailto:Chris.Ragsdale@Lewin.com).
- Use WebEx's chat feature if you have questions for federal partners or for other states.
- Post-Webinar survey—we need your feedback!

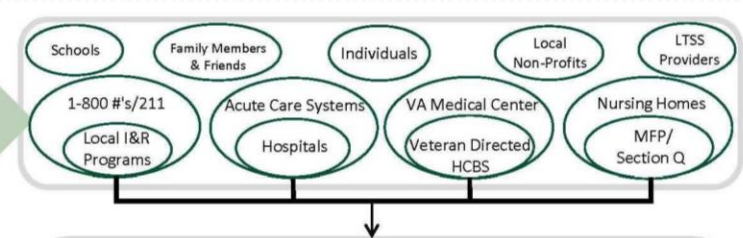


# Agenda

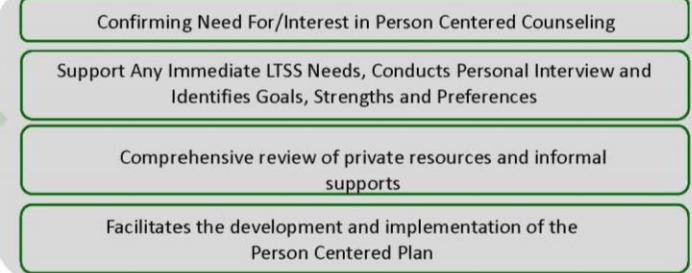
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# NWD System Vision

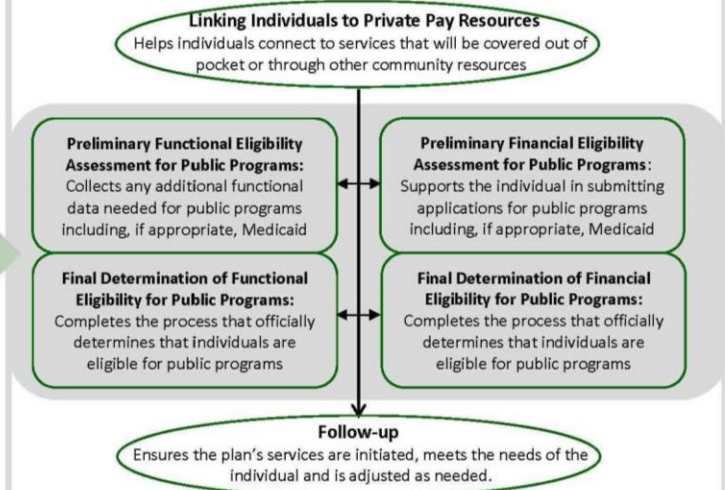
## Public Outreach and Links to Key Referral Sources



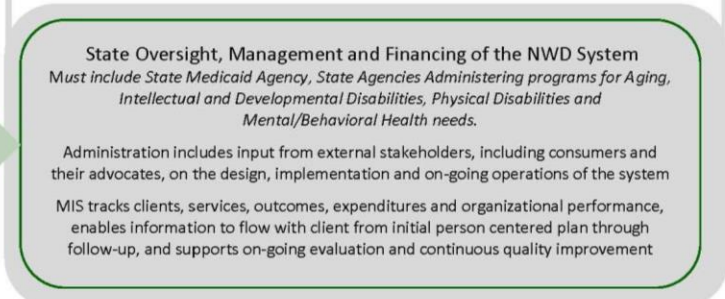
## Person Centered Counseling



## Streamlined Access to Public Programs



## Governance and Administration of the NWD System



State Governance and  
Administration

Public Outreach and  
Coordination with  
Key Referral Sources

NWD  
System  
Functions

Person Centered  
Counseling

Streamlined Access to  
Public LTSS Programs





# How Does PCC interact with....

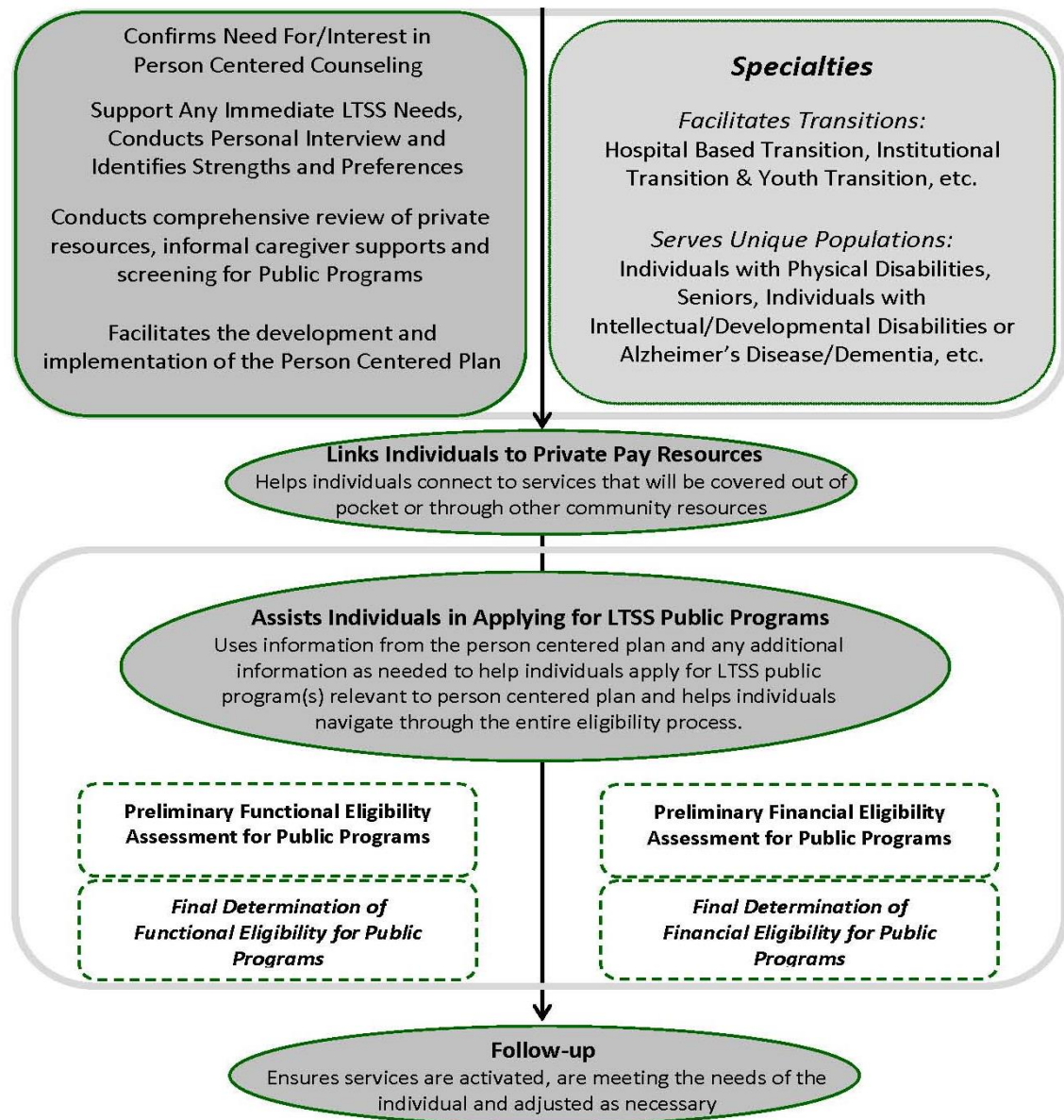
**Person Centered Thinking  
and Planning Skills**




**Options  
Counseling**

**Information  
and Referral**



# Person-Centered Counseling Functions



-  Core Training: Required of all Person-Centered Counselors
-  Specialties: Duties to be performed by subsets of Counselors with specialized knowledge and experience
-  Duties that can be assigned to Person-Centered Counselors at the discretion of the State

# The Foundation of Person-Centered Practices

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- Historical
  - Carl Rogers
  - Judith Snow
  - John O'Brien, Michael Smull, Beth Mount, Jack Pearpoint, Tom Nerney
- It's about finding and supporting balance ~ between what matters to the person ("important to") and the things that help the person be safe and healthy in a way that works for him/her, and be a welcome member of his/her community ("important for")
- It is about engaging the person to be recognized as the expert on his/her life and be supported to be in control of his/her life, with the supports needed to do so

The concept of *Important To* and *Important For* comes from The Learning Community for Person Centered Practices © 2012

# It's more than choice

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- Sequence matters; we must understand what is “important to” someone before we can support “important for”
- Good person centered practices always address
  - Important to
  - Important for
  - Necessary clinical elements of support
- It is not about “either happy OR healthy and safe”;
  - It is about “both-and”\*\*

\*\*With thanks to Mary Lou Bourne



# It always starts with listening....(and we often don't get it right the first time)

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- Listening to words
- Listening to actions
- Listening to what others may describe as “behaviors of concern”
- Supporting AND minimizing risk at the same time
- Barbara's story ~ Talking a walk is better than Ativan

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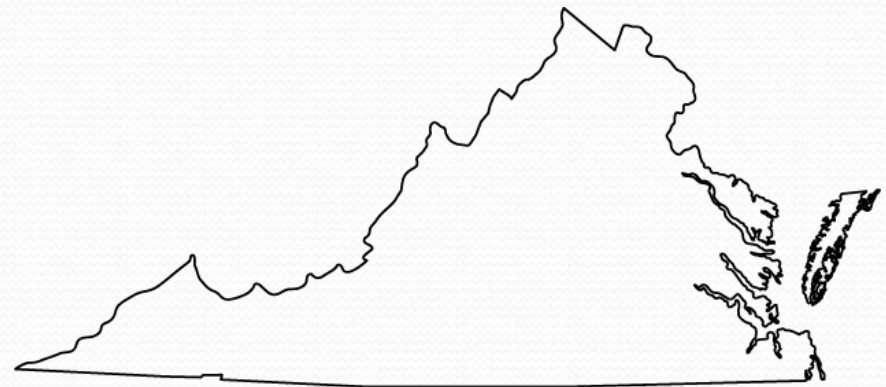
# Virginia

Tera Yoder

Dawn Machonis

Partnership for People with  
Disabilities (UCEDD)

Virginia Commonwealth  
University



Katie Roeper

Virginia Department for  
Aging and Rehabilitative  
Services



# Person-Centered Practices in Virginia

- Person Centered Practices (PCP) definition

Practices that focus on the preferences and needs of the individual, empower and support the individual in defining the direction for his or her life, and promote self-determination, community involvement, contributing to society and emotional, physical and spiritual health (OC Standards Definition)

- Why Virginia values & supports PCP

- It's what people want; practices are successful in supporting people
- General Assembly established it as policy
- Is an important element in state and national guidance

- Process in Virginia

- Early work and Rebalancing initiative
- Becoming a PC organization project
- Systems Transformation Grant
- Options Counseling- standards/certification

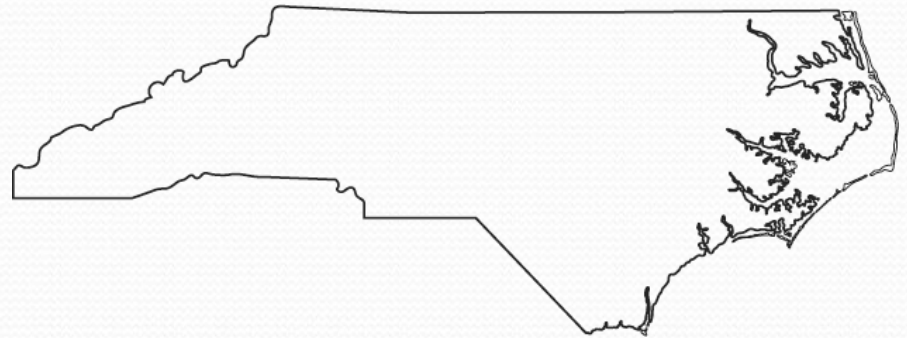
# Person-Centered Practices in Virginia

- Where Virginia is now
  - Va PCP planning group
  - Training/Coaching
  - Mentors/Trainers
  - Skills based
  - Website [www.personcenteredpractices.org](http://www.personcenteredpractices.org)
- Partnering with a UCEDD

# North Carolina

Chris Howell

Developmental Disabilities  
Training Institute &  
Center for Aging and  
Research Educational  
Services



UNC Jordan Institute for  
Families



# Why is PC Planning Important?

- Problems we are trying to solve are adaptive, complex, and ever changing
- Person-Centered approaches allow us to use principles and foundational approaches in a flexible way to reach people where they are and provide more adaptive solutions to human problems
- Person-Centered approaches remind us that it is the impact and outcomes that should drive interventions – always.
- Person-Centered approaches are broad and highly applicable and malleable to population and context.

# How have we used it?

- Options Counseling (ARDC) training and implementation
- Transitions to Community Living
- No Wrong Door
- Other places it is talked about and taught:
  - ▶ Students
  - ▶ Leadership Training
  - ▶ Training for social services and aging networks
  - ▶ Person Centered Thinking (2 day offerings)



# What has been the impact?

- Among organizations participating in the “Building a Person-Centered Organization” project:
- Organizations showed improvement responsiveness to family and consumer input
- All organizations showed improvement in incorporating meaningful activity around consumers’ tastes and wishes.
- Review of service plans before and after implementation showed significant improvement in incorporating information about the involvement of family with the client/patient/resident as well as statements about the client’s strengths and positive reputation (e.g., “has a quick wit” or “likes to help people”);



# What are we proudest of?

- Collaborative efforts
- Building capacity
  - ▶ Trainers/Mentors
  - ▶ Organizations who seek it out
  - ▶ Technical Assistance
- Cross Systems approach: I/DD and Aging helps to build collective impact

# Wisconsin

Maurine Strickland

Wisconsin Department of  
Health Services









# Options Counseling Process

- Common flow of conversations
  - Welcome
  - Discovery
  - Researching Options
  - Decision Support
  - Next Steps

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# **ADRC Technical Assistance Exchange: Planning Grantees Webpage**

- Resource from other states
- Resources from federal partners
  - ▶ More forthcoming!
- Webinar recordings and materials

[ADRC-TAE.acl.gov/tiki-index.php?page=PlanningGrants](http://ADRC-TAE.acl.gov/tiki-index.php?page=PlanningGrants)

# Monthly Webinars

***Second Wednesday of Every Month at 3PM EST  
Mark Your Calendars!***

| Month    | Topic   |
|----------|---|
| January  | No Webinar—Reporting Section Due                |
| February | NWD System Management Tool and Needs Assessment |
| March    | Continuous Quality Improvement                  |



# Next Steps

- Key Dates to Keep in Mind
  - ▶ Grantee Webinars
    - ❑ 2<sup>nd</sup> Wednesday of each month at 3PM
  - ▶ Reporting Deliverable Due Dates
    - ❑ January (Stakeholder Engagement NWD Vision/Mission)
    - ❑ April
    - ❑ September
- Reach out to project officers and Lewin technical assistance leads if you need further support or have questions
- Post-Webinar Survey!